

B1
Cont.
A1
Cont.
associating an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site; and

establishing a voice path between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon by the user.

Amend claim 18 to read as follows:

Sub
18. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:
proving a web site with a plurality of audio access icons;
associating an agent group with a subject matter of each audio-access icon of each of the at least some web pages; and
providing an call path between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon.

A2
Cont.
[Amend claim 19 to read as follows:]

19. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:
proving a web site with a plurality of web pages for access by the user;
providing a audio-access icon on at least some web pages of the web site;

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Cont.

associating an agent group with a subject matter of each audio-access icon of each of the at least some web pages; and providing an call path between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon.

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[Amend claim 20 to read as follows:]

20. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of the web site, such apparatus comprising:

means for providing a web site with a plurality of audio access icons and a plurality of agent groups;

means for associating an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site; and

means for establishing a call path between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon by the user.

Claim 27, line 1 change the dependency from "claim 19" to --claim 20--.

Claim 30, line 1 change the dependency from "claim 19" to --claim 20--.

Amend claim 37 to read as follows:

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37. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of the web site, such apparatus comprising:

a web site with a plurality of audio access icons and a plurality of agent groups;

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a call distribution controller operably coupled to the web site which associates an agent group of the plurality of agent groups with a subject matter of each audio-access icon of the web site; and

a local area network which establishes a call path between Internet voice plug-ins of the user and an agent of the associated agent group based upon activation of a audio-access icon by the user.

R E M A R K S

1. Claims 1-55 are pending in this application. Claims 1, 27 and 30 have been objected to for certain informalities. Claims 1-5, 8, 18-24, 27, 37-42 and 45 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 5,838,682 to Dekelbaum et al. Claims 6-7, 25-26 and 42-44 have been rejected under 35 U.S.C. §103(a) as obvious over Dekelbaum in view of U.S. Patent No. 5,657,383 to Gerber. Claims 9-17, 28-36 and 46-55 have been rejected under 35 U.S.C. §103(a) as being